Virtual Platform FAQs and Troubleshooting

I did not receive an SMS or email verification code.

1. First, make sure you are registered for the event, if you're not registered, please email agedcare@thinkbusinessevents.com.au
2. Check your spam/junk folder for the email confirmation.
3. Another option is to click on the "didn't receive code link" on Virtual Attendee Hub home page and try to have it sent again. If you still haven't received the email, please contact agedcare@thinkbusinessevents.com.au

Why did I get logged out?
For privacy reasons, your login only stays valid for 72 hours. You will also be logged out after 24 hours of inactivity. You will need to request a new verification code once expired. If for any reason you are having difficulty logging back in, please contact agedcare@thinkbusinessevents.com.au

Can I log in on more than one device at the same time?
No, your access code is unique and is single use. If you log-in on a new device, you will need to log-out of the first device and request a new verification code.

Can I share links to the Virtual Attendee Hub?
Yes, however in order for the recipient to access the event, they must first register.

When I leave the session room, I can no longer hear the speaker.
Your session experience is designed to be immersive. Just like an in-person session, if you leave the room you can't hear the speaker! If you navigate to another event page, your session will stop. Simply click back into the session to return to the livestream.

How do I ensure the best video experience?
Just like any livestream, there are things you can do to ensure the best viewing experience. Make sure you have a strong internet connection. It also helps to close non-essential tabs in your browser. If you do experience buffering or your video freezes, reload the session page before contacting the Help Desk.

Why am I experiencing audio/visual delays?
Check your bandwidth speed to make sure you are not having issues with your connectivity. Logging out and logging back in and disconnecting from the VPN have also been found to help in this instance. If all else fails, sign on to the session from a different device.

Is this session being recorded and will it be shared later?
Yes, pending the presenter's approval, the recording will be available in Virtual Platform a few hours after the broadcast has concluded.

What is the difference between 'on-demand' and 'live' content?
Live content includes sessions or presentations that are being live-streamed and are playing in real-time. When you log-in to the Virtual Attendee Hub on the actual day of the conference you will be watching 'Live'. Content becomes 'on-demand' once the conference is no longer live. The live sessions will be recorded (pending speaker approval) and will be uploaded onto the Virtual Attendee Hub once the conference is no longer 'live' so that it can be watched or re-watched at your leisure for up to 3 months.

How long will content be available post conference?
The content will be available for up to 3 months, depending on speaker permissions.

Which browser should I be using to access the Virtual Attendee Hub?
The Virtual Platform runs best on Google Chrome, if you are using a different web browser we recommend you switch, however it is also compatible with the latest versions of Firefox, Safari, and Microsoft Edge. If you're still experiencing the error, refresh your web-page, clear your cache and cookies, or try going into incognito mode.

How do I participate in the Q&A?
When you are watching a session, navigate to the menu on the right-hand side and select 'Q&A' then enter your question into the box.

How do I answer a Mentimeter
If there is a Mentimeter question in your session, Join the Mentimeter presentation using the provided code or link (will be show on screen). Once you've joined, you should see the questions displayed on the screen. Depending on the question type, you may need to type your answer into a text box, select options from a multiple-choice question, rate something on a scale, or perform another action as instructed. Once you've input your response, there should be a button to submit it. Click or tap on this button to finalise your answer.

Why am I unable to ask or post questions?
Check to make sure you are not seeing any error messages on the page and reload the page. If the issue persists, take a screen shot and share with agedcare@thinkbusinessevents.com.au

If the steps above do not work or if you have any additional questions please do not hesitate to get in contact with us at
agedcare@thinkbusinessevents.com.au